

# Educational Programs

We recognize that protecting the environment in an urban setting requires a comprehensive approach to water management including prudent use of our water resources, effective treatment and discharge of wastewater, and the protection of our streams from pollution. Our communication goal is to provide our county residents with a more comprehensive understanding of the water, sewer and stormwater issues we face, our efforts to protect the environment, and how you can be a part of these efforts.

Our focused education program assists businesses in meeting new environmental regulations in the areas of grease abatement, backflow prevention, soil erosion control measures, and flood control measures.

Our efficiency efforts educate us that using the region's precious water resource wisely protects our environment, and ensures we are able to meet our needs. If we practice smart water use now, initiate changes in behavior, and continue to manage the resources available to us, Cobb residents will be able to maintain their lawns while not compromising our drinking water supply and possibly avoiding more severe watering restrictions.

We have made a concerted effort to educate the general public and school children regarding the facts of these environmental issues, our programs to protect the environment, and the role citizens can play in environmental protection.

Adopt-A-Stream  
Backflow Prevention  
Grease and Oil Recovery  
Stormwater Management  
Water Efficiency

# Contact Us

## CUSTOMER SERVICE FACILITY

660 SOUTH COBB DRIVE, MARIETTA, GA 30060  
(770) 423-1000

## HOURS OF OPERATION (MONDAY THRU FRIDAY)

Main Customer Service Building  
8:00AM - 5:00PM

Drive Through Window  
7:30AM - 6:00PM

Customer Service Call Center  
7:30AM - 7:00PM

Night Deposit  
24-HRS / 7-DAYS

## 24-HR/7-DAY EMERGENCY SERVICE

EMERGENCY DISPATCH (770) 419-6201

## COBB COUNTY WATER SYSTEM WEBSITE

[WWW.COBBWATER.ORG](http://WWW.COBBWATER.ORG)

## COBB COUNTY GOVERNMENT WEBSITE

[WWW.COBBCOUNTY.ORG](http://WWW.COBBCOUNTY.ORG)

## NEW OR CHANGE IN SERVICE

Customers can call for new service by phone (or at the Customer Service Facility) Monday through Friday 7:30 a.m. to 7 p.m. We ask that you notify us 24 hours prior to the date you need new or change in service. For new service, a one-time deposit is required which will be added to your first month's bill.

Call (770) 423-1000

## SENIOR CITIZEN'S DISCOUNT

To receive a discount, customers must be 65 years old or over with an income less than \$12,000 per year. An affidavit must be completed. Call (770) 423-1000 or e-mail [WaterCustomerService@cobbcounty.org](mailto:WaterCustomerService@cobbcounty.org) to receive an application.



# Cobb County Water System



*Cobb County...Expect the Best!*

# Customer Information Guide



660 South Cobb Dr  
Marietta, GA 30060  
March 2006

# Welcome to the Cobb County Water System

Whether you've just moved to a new home or recently established a business in the area, the employees of the Cobb County Water System would like to be the first to say, "Welcome to the neighborhood."

We hope this will be informative, addressing concerns and answering questions you might have regarding your water or paying your bill. Please take a moment to review this brochure.

Our top priorities are to provide you with a sure supply of high quality water and excellent customer service. Whenever you have a question about your water, your service, or your bill, please contact us. We are here to be of service and to help.



This is an official publication of the Cobb County Water System, an agency of the Cobb County Board of Commissioners.

**Sam Olens, Chairman**

**Helen Goreham, District One**  
**Joe L. Thompson, District Two**  
**Tim Lee, District Three**  
**Annette Kesting, District Four**

**David Hankerson, County Manager**

**Robert L. Brice, Water System Director**

## Our Organization

As an agency of Cobb County Government, the Water System employs a skilled, professional workforce of approximately 400. Under the direction of a five-member Board of Commissioners elected by Cobb voters, and with the leadership and management provided by the County Manager and Agency Director of the Water System, the Cobb Water System continues to be a regional leader.



## About Your Bill

Cobb Water System customers, are billed monthly for water and sewer fees. A Cobb water representative comes on location and reads the consumption of the water meter. Fees in effect beginning January 1, 2006 include the following:

### Water Fee

#### Single Family Residential

0-8,000.....\$2.21 / per thousand gallons

8,000-15,000.....\$2.55 / per thousand gallons

Over 15,000.....\$2.88 / per thousand gallons

Non-Residential.....\$2.50 / per thousand gallons

### Sewer Fee

All categories .....\$4.23 / per thousand gallons

The Cobb County Water System has adopted a three-tier conservation rate. This rate is mandated by the North Georgia Water Planning District and the Georgia Environmental Protection Division for every water provider in the metropolitan Atlanta area.

## Customer Bill of Rights

You have **THE RIGHT** to clean, contaminant free water 24 hours a day, 7 days a week.

You have **THE RIGHT** to fair and equitable rates for services rendered.

You have **THE RIGHT** to be treated with respect and in a professional manner.

You have **THE RIGHT** to inquire about your water and sewer services, billing statement, and any other concerns.

You have **THE RIGHT** to speak with individuals employed at the Cobb County Water System about your concerns.

You have **THE RIGHT** to a timely response when your water and sewer services are interrupted.

You have **THE RIGHT** to utilize all of the water efficiency/ water quality programs available from the Cobb County Water System.

You have **THE RESPONSIBILITY** of paying your water and sewer bill on or before the due date. Failure to do so may mean an interruption of your services.

You have **THE RESPONSIBILITY** to report any sewer spills, breaks in pipelines, or leaks that may occur.

You have **THE RESPONSIBILITY** to fix and repair residential/commercial plumbing leaks in a timely manner.

You have **THE RESPONSIBILITY** to help protect our most precious natural resource, water, by being conscientious and conserving where possible.

You have **THE RESPONSIBILITY** to take part in any water use restrictions mandated by the State of Georgia EPD, and obey the current outdoor water use schedules.

## Outdoor Water Use

The Cobb County Water System does enforce the State of Georgia established, permanent, year-round, statewide schedule for outdoor water use.

**SCHEDULED DAYS:** Residences, subdivision entrances and businesses with even and odd numbered addresses are scheduled for specific days of the week when outdoor water use (watering of landscaping, car washing etc.) is permitted. No outdoor water use is permitted on Fridays. For current outdoor water use guidelines, please visit our website at [www.cobbwater.org](http://www.cobbwater.org)